WELCOME TO CHAPS

(Client Hub and Payroll Service

COX & CO.
PAYROLL SOLUTIONS LTD.

Introduction to CHaPS
(Client Hub and Payroll Service)
&
User Guide

your payroll |our passion

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Welcome to CHaPS

Introduction

Cox & Co.
Payroll Solutions Ltd.

Introducing CHaPS

(Client Hub and Payroll Service)

CHaPS is a secure and efficent payroll portal service for our clients.

A dedicated workzone for confidential, efficient and accessible storage of your payroll data.

So what is CHaPS and what does an online payroll service offer?

A client payroll working zone - Providing secure and confidential access to your payroll data, payroll calendar, announcements and tasks.

A payroll resource - Providing efficient access to standard documents, links and knowledge base.

A payroll community - Bringing together our clients to share and collaborate, utilising message boards, forums and joint projects.

CHaPS is a smarter method of communicating, delivering and storing payroll data

"Our clients view Cox & Co. as their dedicated payroll team and we partner with each organisation to ensure they are provided with a tailored one-to-one service. Until now, our clients have relied on email to pass payroll data between ourselves. Email is a great communication tool , but we want our clients to feel confident they are accessing up-to-date data and adhoc reports are stored for easy access, as and when clients require them. We felt that we could extend Cox & Co.'s responsibility for data accuracy and security beyond our offices and beyond email – so a smarter method of communicating, delivering and storing payroll data had to be found."

CHaPS is a Payroll work zone and community work space

"We are confident that our latest ePayroll solution 'CHaPS' can achieve these results. Our clients can now log-in to their dedicated work zone and access their payroll data whenever they require and our staff can ensure clients are always accessing the most up-to-date information. As well as having access to FAQs and standard document libraries every client will benefit from forums and broadcast announcements. This functionality should continue to build and enrich each users experience of our services – bringing our clients closer to us and vice versa. "

Tracy Jerram, Business Development Manager

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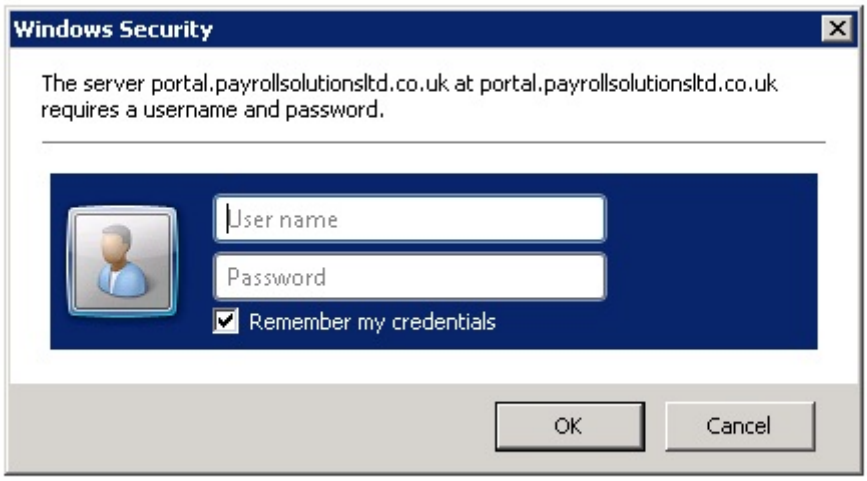
USING CHAPS—NAVIGATION

- CHaPS is an online service. To connect to CHaPS you will require internet access from your computer/mobile device.
- In your browser enter the following URL.

  https://portal.payrollsolutionsltd.co.uk/clienthub
- We recommend creating a shortcut on your desktop to this URL
- Name the shortcut something useful for example: CHaPS
- Launch CHaPS from your desktop or from your browser



Sign in to CHaPS

Enter your unique client code and password.

This will be provided by Cox & Co in due course.

A demo version of CHaPS is available at:

https://portal.payrollsolutionsltd.co.uk/clienthub/testsite

Username: TESTSITE

Password: kL6eY9hX

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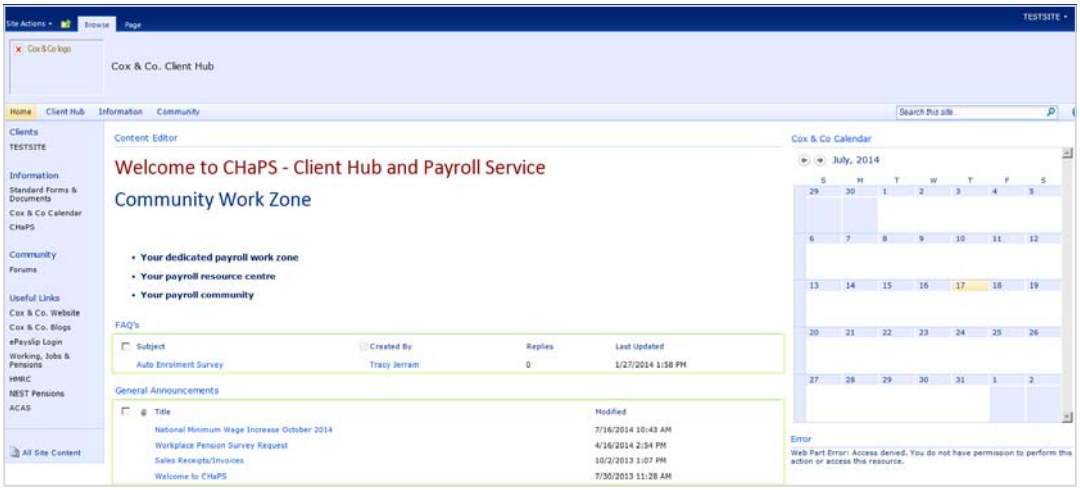
USING CHAPS—NAVIGATION


Cox & Co. Client Hub
Welcome to CHaPS - Client Hub and Payroll Service
Community Work Zone
Your dedicated payroll work zone
Your payroll resource centre
Your payroll community
Cox & Co Calendar
July, 2014
General Announcements

Welcome to the Community Zone - Basic overview

The community zone will display client wide announcements and provide access to non-client specific documentation.

There are useful links displayed here including: HMRC, NEST, ACAS, ePayslip login and standard forms.

You may navigate around the site and view the various folders which are available to you.

Enter your Client Work Zone

Select your client code on the left hand menu to access your private work zone.

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USING CHAPS—NAVIGATION

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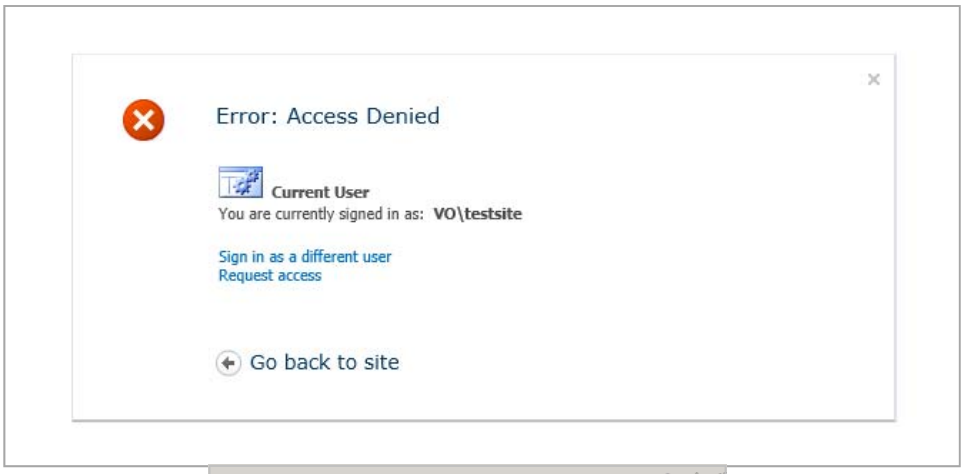
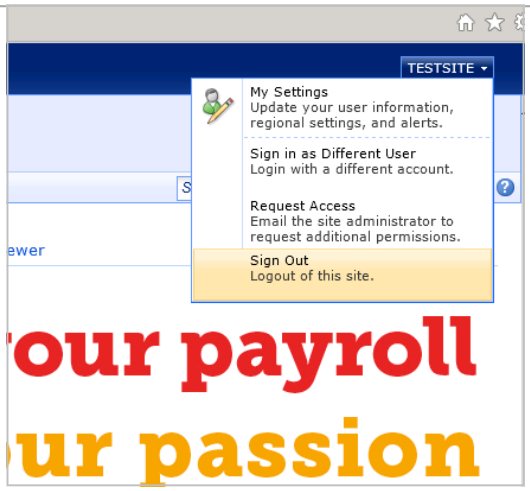
Welcome to your Workzone - Navigation

You may navigate around the site and view the various folders which are available to you.

- To return to a previous page press the **BACK ARROW** on your top left hand corner of your browser.
- To return to the **HOME PAGE** select **CLIENT HUB** on the top bar
- To return to your **CLIENT WORKZONE** select your client code on the left hand menu
- **ERROR: ACCESS DENIED** messages are displayed if the user does not have permission to view a particular area of the site. Press the **BACK ARROW** to return to your previous page.
- To **SIGNOUT** select the drop down arrow next to your username in the top right hand of the screen and click signout.


Error: Access Denied
Current User
You are currently signed in as: VO\testsite
Sign in as a different user
Request access
Go back to site



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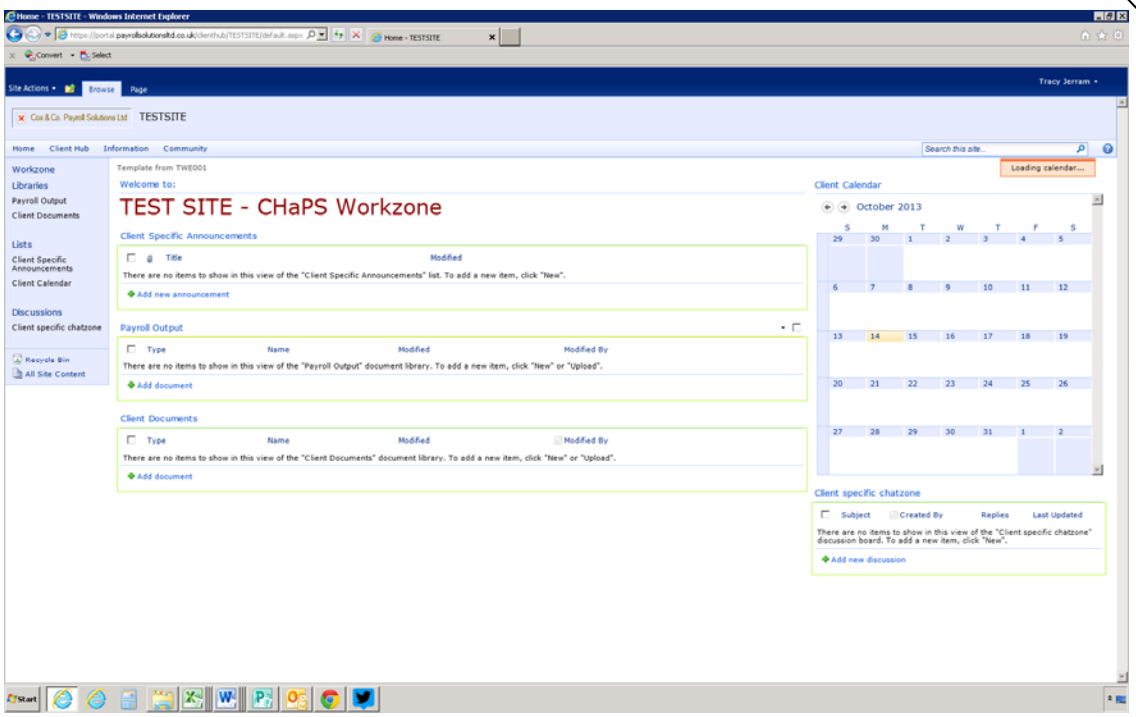

To move back up through the directory structure use in the top left corner of the screen.

Your client work zone is your private and secure payroll work area.

The work zone contains:

- Payroll output stored in file directory format.
- Client documentation
- Client specific announcements
- Client specific chatzone
- You may open and view your documents at any time.

Over time, more facilities will be added to your site.

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Questions and Answers

COX & CO.
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What will happen to my payroll cycle in the short term?

- On each pay cycle, your payroll output will be emailed to you as normal.
- On each pay cycle your hard copy payslips/reports will be posted to you as normal (if this is part of your specification)
- On each pay cycle your ePayslips will be uploaded to ePayslips.com (if you use this service)
- On each pay cycle your payroll output will be uploaded to CHaPS.
- ePayslip login information and copies of employee ePayslip login instructions will be available on ChaPS for your information.
- Your contract documentation will be available to view on CHaPS.

What is CHaPS intended use in the long term?

- It is our intention to move away from emailed payroll output in the future. We will notify you when this change will happen or you may request this change earlier should you wish.
- On each pay cycle, you will be notified by email when your payroll output is **available to access** on CHaPS.
- On each pay cycle your hard copy payslips/reports will be posted to you as normal (if this is part of your specification)
- With each passing pay cycle, a historical catalogue of all your 'soft' copy payslips, reports and pay data will build throughout the year. Removing the need for you to file email attachments or experience delays requesting historical pay information.
- Invoices and fee renewal letters will be available to view.
- CHaPS will become your personal payroll storage zone—increasing efficiency, security and accessibility of the pay related data and documentation we hold on your behalf.

CHaPS - Bringing payroll together

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Questions and Answers

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Why do I need CHaPS?

We envisage CHaPS to become your payroll destination for all your payroll output. Whether accessing your latest holiday reports, viewing ePayslip login information for ex-employees or accessing old copy payslips—everything will be in open place. CHaPS doesn't deliver your payroll information it showcases!

Is CHaPS secure?

CHaPS uses https encryption software and randomly generated 8 digit passwords.

Each client's site is vigorously tested by our staff prior to launch which includes but not limited to:

Client login testing, quick launch site access, uploaded payroll data and documentation & permission level testing.

Email relies on the author entering the correct email address for safe delivery of payroll correspondence - CHaPS is static your information is not on the move!

How will I be informed about my CHaPS work zone login details?

We are phasing in CHaPS over the next two-three months. You will be notifed of your unique client ID and password via email in due course. All clients will have access to their site by end of September 2014.

How do I notify you of my hours, employee changes going forward?

You must continue to notify us of your payroll data, holidays, hours, employee changes etc as your current methods and accordingly to your specific payroll schedule.

Email: over2u@payrollsolutionsltd.co.uk

Tel: 0117 9323444

All requests for payroll information should be sent to over2u@payrollsolutionsltd.co.uk

At this time CHaPS will only store payroll output—not payroll processing data.

Will I still receive my payroll output via email?

Of course! For the forseable future we will continue to operate as normal. You will continue to receive your payroll information via email (if this is currently your chosen method). All payroll output will be stored on your CHaPS workzone for future access. If you have any requests for further reporting or historical information, this will be uploaded to CHaPS for you to access.

I'd like to stop receiving emailed payroll output , how will the process work?

Great news! Let us know on over2u@payrollsolutionsltd.co.uk. You must continue notifying us of your hours etc via email to over2u@payroll solutionsltd.co.uk prior to your designated payroll processing day. We will process your payroll as normal and will notify you when your payroll output is available on CHaPS for you to access. Your PAYE remittance advice will also be available on CHaPS to print and process.

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Questions and Answers

Cox & Co.
Payroll Solutions Ltd.

What happens if I don't feel that CHaPS is right for my organisation?

We understand that not all our attempts to improve your payroll service will be met with open arms. But, we are human too! So do talk to us, and together we can work out a solution.

Tel: Steve on 0117 9323444 or email Steve@payrollsolutionsltd.co.uk

POLITE REMINDER!

- Your client work zone is **only visible to you** and authorised staff at Cox & Co.
- The community zone is **visible to all of our clients**.
- Forum posts in the community zone is **visible to all of our clients**.
- All **urgent messages must be emailed** to over2u@payrollsolutionsltd.co.uk
- P**ayroll data** for payroll processing should be emailed to over2u@payrollsolutionsltd.co.uk and **not uploaded** onto your Client Work Zone at this time and **never in** the Community Zone.
- Remember to **logout** on the top right and close your browser to securely **end the session**.
- Use the navigation back arrow on your browser to return to previous pages—otherwise you will be logged out.
- Any doubts whatsoever, please contact us at enquiries@payrollsolutionsltd.co.uk

Your feedback is gratefully accepted!

As a new facility, we are always open to modification requests and ideas for expanding the use of CHaPS. Please email tracy@payrollsolutionsltd.co.uk with your feedback or bug fix requests.

Enjoy!

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